

Frequently Asked Questions (FAQs) for Safety Recall N242441050 Mobileye Camera Cable Pinched

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

Q1) Which vehicles are involved?

A1) Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2024 model year Chevrolet 6500 XD/7500 XD Low Cab Forward vehicles equipped with Forward Collision Alert and Lane Departure Warning (Mobileye) (RPO Y65).

Q2) What is the issue or condition?

A2) In the affected vehicles, the wiring for the Mobileye camera may have been routed incorrectly. As a result, the wiring could become damaged by contact with dash components and could overheat and melt. If this happens, the turn signals and hazard lights may not work properly, and the Mobileye collision avoidance information would not be displayed, increasing the risk of a crash. In addition, wiring that overheats and melts increases the risk of a fire.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3)

- The activation of the vehicle's hazard lights, when either the left or right turn signal is activated.
- The turn signal or hazard lights will not activate due to a failed F-26 15-amp fuse.
- An error code displayed on the Mobileye display, or no display shown.
- An electrical burning smell.
- Smoke from under the left side of the dash.

Q4) What is the remedy/repair?

A4) Dealers will inspect the wiring for the damaged condition. If no problem is found, the wiring will be rerouted to remove the risk of future damage. If the wiring is damaged, it will be replaced and routed to remove the risk of future damage.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If the turn signal indicator wire in the Mobileye camera cable is grounded, one or more of the following events could occur – in each case, increasing the risk of a fire or crash:

- The hazard lights may illuminate when the driver applies either the left or right turn signal.
- The turn signals and hazard lights may not function when the driver applies them.
- The Mobileye system may cease to function and display an error code, or no longer provide the driver with any collision avoidance information on the display.
- Smoke or fire may occur under the left side of the dash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at **no cost** to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, please see the attached bulletin for details.

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Mobileye Camera Cable Pinched**

- Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**
- A8)** If special instructions are provided, they will be included in the notification letters to customers.
- Q9) How can customers check to see if their vehicle is involved in this field action?**
- A9)** Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.
- Q10) If customers are concerned, can they get a rental car or courtesy transportation?**
- A10)** Courtesy transportation is not applicable to Medium Duty vehicles. Towing is covered to the nearest Chevrolet Medium Duty dealer if your vehicle cannot be driven because of a warrantied defect. Please refer to Warranty Administration Bulletin #07-00-89-037: Warranty Administration – GM Courtesy Transportation and Roadside Assistance Programs for further information.